

PSALI Trunks

2 PSALI Trunks Monthly Cost is \$100.54. PSALI is not a contractable service.



2124 Grand Avenue
Des Moines, Iowa 50312
515-242-7773
515-242-7969 fax
greg.davis@dmcs.k12.ia.us

Greg Davis
Deputy Director
Support Services

January 17, 2001

Mike Eischeid
4201 Kingman Blvd
Des Moines, IA 50311

Dear Mike,

This is to inform you that Des Moines Public Schools is submitting the necessary paperwork to the Schools and Library Division (SLD) of the FCC to seek Universal Service Funds (E-Rate) for the qualifying internal connection services that we procure from Qwest, under the terms of the proposal that you submitted in response to our RFI #00-10.

We plan to seek funding in the amount of \$408,500, which will result in up to \$257,355 in USF reimbursements, based on Des Moines Schools discounts.

The primary internal connection services we intend to procure from Qwest include services related to telecommunications.

The projects we assign to Qwest are contingent on Universal Service Fund availability, and will be conducted from July 1, 2001 through June 30, 2002.

Please call me at 242-7773 if you have questions.

Sincerely,

Greg Davis
Deputy Director Management Support Services

**Item 21 Attachment #
USFATCH0102**

**for
USF FORM 471 #DMPS4710101**



2124 Grand Avenue
Des Moines, Iowa 50312
515-242-7773
515-242-7969 (fax)
greg.davis@dmpls.k12.ia.us

Greg Davis
Deputy Director
Support Services

January 17, 2001

Kevin Lemon
111 S.W. Jackson
Des Moines, IA 50315

Dear Kevin,

This is to inform you that Des Moines Public Schools is submitting the necessary paperwork to the Schools and Library Division (SLD) of the FCC to seek Universal Service Funds (E-Rate) for the qualifying internal connection services that we procure from Baker (DaVoco Enterprises, Inc), under the terms of the proposal that you submitted in response to our RFP #00-48.

We plan to seek funding in the amount of \$900,000, which will result in up to \$594,000 in USF reimbursements, based on Des Moines Schools discounts.

The primary internal connection services we intend to procure from Baker include services related to wiring infrastructure.

The projects we assign to Baker are contingent on Universal Service Fund availability, and will be conducted from July 1, 2001 through June 30, 2002.

Please call me at 242-7773 if you have questions.

Sincerely,

Greg Davis
Deputy Director Management Support Services

RFP 00-48 E-Rate Internal Connections Services Vendor Survey

Directions:

Following is a list of e-rate eligible network related services to be provided by Baker.

Item	Description
Wiring, Internal	Including, but not limited to: cable (copper/fiber/coax), bays, jacks, blocks, panels, and terminals. Included in this category is all wiring and cable necessary to transport information all the way to individual classrooms. Wiring may also include Category 5 type of wiring.

BAKER ELECTRIC INC.



111 S.W. Jackson Des Moines, Iowa 50315
515 288 5775 Fax 515 288 2226
e-mail info@bakerelectric.com

January 4, 2001

Donald Frye
Purchasing Agent
Des Moines Independent Community School District
Division Of Purchasing
1801 16th Street
Des Moines, IA 50314-1992

RE: RFP 00-48 Network System Services Project

Mr. Frye:

Thank you for the opportunity to quote on the upcoming project for the Des Moines Public Schools.

Enclosed, please find our response to the RFP, price list, and required elements statements. We believe that we can meet and exceed your expectations for quality and workmanship.

Again, thank you for this opportunity. Baker Electric Voice & Data Cabling Systems looks forward to working with you in the near future.

Respectfully Submitted,

Kevin J. Lemon, RCDD

BAKER ELECTRIC/VOICE & DATA CABLING SYSTEMS

BAKER ELECTRIC INC.



341 S.W. Jackson Des Moines, Iowa 50315
515 288 6774 - Fax 515 288 2226
e-mail: info@bakerelectric.com

Price Proposal

Labor Rates:

Cable Installer \$28.50/Hour
(Install CAT 5/5E cable, install fiber cable)

Cable Technician \$29.50/Hour
(Install, Terminate, and Test CAT 5/5E Cable)

Fiber Technician \$32.00/Hour
(Install, terminate, test fiber optic cable)

MAC Technician \$31.10/Hour
(Performs moves, adds, and changes)

Material Rates:

15% markup on materials purchased from Baker Electric Voice & Data Cabling Systems

Ground freight charges paid by Baker Electric Voice & Data Cabling Systems

BAKER ELECTRIC INC.



1115 W. Jackson, Des Moines, Iowa 50315
515 288 6774 Fax 515 288 2226
e-mail info@bakerelectric.com

Baker Electric
Voice & Data Cabling Systems
Response To
RFP 00-48
Network System Service Project

IV. THE NETWORK OPERATING INITIATIVE

Baker Electric Voice & Data Cabling Systems will comply

V. RFP TIMELINE

Baker Electric Voice & Data Cabling Systems will comply

VI. REQUIRED ELEMENTS

Baker Electric Voice & Data Cabling Systems will comply, please see attached

VII. CONDITIONS OF RFP

A. Scope and Agreement

1. Baker Electric Voice & Data Cabling Systems will comply
2. Baker Electric Voice & Data Cabling Systems will comply
3. Baker Electric Voice & Data Cabling Systems will comply

Baker Electric Voice & Data Cabling Systems will comply

B. Universal Service Fund

1. Baker Electric Voice & Data Cabling Systems will comply
2. Baker Electric Voice & Data Cabling Systems will comply
3. Baker Electric Voice & Data Cabling Systems will comply
4. Baker Electric Voice & Data Cabling Systems will comply
5. Baker Electric Voice & Data Cabling Systems will comply
6. Baker Electric Voice & Data Cabling Systems will comply

C. Equal Employment Opportunity and Affirmative Action

Baker Electric Voice & Data Cabling Systems will comply



BAKER ELECTRIC INC.

D. Additional Warranties

Baker Electric Voice & Data Cabling Systems will comply

1. Baker Electric Voice & Data Cabling Systems will comply
2. Baker Electric Voice & Data Cabling Systems will comply, as we are a reseller and partner with Panuit, Ortronics, and Avaya. Additional years of warranty can be applied if desired by DMPS

Baker Electric Voice & Data Cabling Systems

3. Baker Electric Voice & Data Cabling Systems will comply
4. Baker Electric Voice & Data Cabling Systems will comply
5. Baker Electric Voice & Data Cabling Systems will comply

E. Inspection, Acceptance, and Title

Baker Electric Voice & Data Cabling Systems will comply

F. Price Stability

Baker Electric Voice & Data Cabling Systems will comply. With the vast number of products that can be required to perform a scope of work for cabling installation, Baker Electric Voice & Data Cabling Systems will apply only a 15% markup on all products utilized for the installation of any work order or project.

If at any time the DMPS wishes to purchase the product on their own behalf, Baker Electric Voice & Data Cabling Systems will perform the installation of this product.

G. Contract Management

1. Baker Electric Voice & Data Cabling Systems will comply
2. Baker Electric Voice & Data Cabling Systems will comply

H. Safety

Baker Electric Voice & Data Cabling Systems will comply

I. Indemnification

Baker Electric Voice & Data Cabling Systems will comply

BAKER ELECTRIC INC.

J. Liability and Insurance

Baker Electric Voice & Data Cabling Systems will comply

1. Baker Electric Voice & Data Cabling Systems will comply
2. Baker Electric Voice & Data Cabling Systems will comply
3. Baker Electric Voice & Data Cabling Systems will comply
4. Baker Electric Voice & Data Cabling Systems will comply

K. Confidential Information

Baker Electric Voice & Data Cabling Systems will comply

L. Termination

Baker Electric Voice & Data Cabling Systems will comply

1. Baker Electric Voice & Data Cabling Systems will comply
2. Baker Electric Voice & Data Cabling Systems will comply
3. Baker Electric Voice & Data Cabling Systems will comply
4. Baker Electric Voice & Data Cabling Systems will comply

M. Force Majeure

Baker Electric Voice & Data Cabling Systems will comply

N. Notices

Baker Electric Voice & Data Cabling Systems will comply. The address is:

Baker Electric Voice & Data Cabling Systems
111 SW Jackson Street
Des Moines, IA 50315
ATTN: Kevin J. Lemon

O. Sales Taxes

Baker Electric Voice & Data Cabling Systems will comply

P. General

1. Baker Electric Voice & Data Cabling Systems will comply
2. Baker Electric Voice & Data Cabling Systems will comply
3. Baker Electric Voice & Data Cabling Systems will comply
4. Baker Electric Voice & Data Cabling Systems will comply
5. Baker Electric Voice & Data Cabling Systems will comply
6. Baker Electric Voice & Data Cabling Systems will comply



BAKER ELECTRIC INC.

7. Baker Electric Voice & Data Cabling Systems will comply

Baker Electric Voice & Data Cabling Systems will comply

- 8. Baker Electric Voice & Data Cabling Systems will comply
- 9. Baker Electric Voice & Data Cabling Systems will comply
- 10. Baker Electric Voice & Data Cabling Systems will comply
- 11. Baker Electric Voice & Data Cabling Systems will comply
- 12. Baker Electric Voice & Data Cabling Systems will comply
- 13. Baker Electric Voice & Data Cabling Systems will comply, these individuals are
Kevin J. Lemon
Mike Johnson
Mike Crozier

Q. Governing Law

- 1. Baker Electric Voice & Data Cabling Systems will comply
- 2. Baker Electric Voice & Data Cabling Systems will comply
- 3. Baker Electric Voice & Data Cabling Systems will comply

BAKER ELECTRIC INC.



111 S.W. Jackson - Des Moines, Iowa 50315
515 288 6774 Fax 515 288 2226
e mail info@bakerelectric.com

Response to REQUIRED ELEMENTS RFP 0-48 Network System Services Project

1. Kevin J. Lemon, RCDD
2. Labor rates will be in conjunction with current Iowa Communications Network Contract # 00-093A (please see enclosed copy of contract).
3. Baker Electric Voice & Data Cabling Systems company offices are located in Des Moines. Current staff has four Project Management Personnel, Field Superintendent, full service department with four Service Technicians, and a field staff of 35 Technicians.
4. Please see attached reference list.
5. Baker Electric Voice & Data Cabling Systems has a full line of inventory that includes the Panduit, Ortronics, and Avaya product lines. If additional materials would be required, Baker Electric Voice & Data Cabling Systems has vast purchasing power with local and national suppliers. All product would be provided at a 15% markup. All ground freight charges would be assumed by Baker Electric Voice & Data Cabling Systems.
6. Baker Electric Voice & Data Cabling Systems is dedicated to providing quality workmanship and a completely functional infrastructure, which is what the DMPS desires. With our company located in the heart of the city, we can provide both timely and quality installations. Our staff and field personnel are highly trained in installation procedures including continued training through BISC, JATC, and manufacturer presentations. Since Baker Electric Voice & Data Cabling Systems has reseller agreements with Panduit, Ortronics, and Avaya, extended warranties of product and installation can be offered. This will allow Baker Electric Voice & Data Cabling Systems to offer a warranty that exceeds the required 15 years, if desired by DMPS.
7. Baker Electric Voice & Data Cabling Systems is willing to agree to the terms as set forth in this RFP.
8. Baker Electric Voice & Data Cabling Systems definitely understands the requirements of cabling within a K-12 school. Many school installations have been performed by Baker Electric Voice & Data Personnel. It is understood that any work performed must first take into consideration the students, faculty, and the facility. With years of experience working around educational institutions, Baker Electric Voice & Data Cabling Systems takes great concern with the safety of not only the work to be performed, but also the conduct of which that work shall be completed.
9. Please see attached USF Eligible Services Form.

RFP 00-48 Network System Services

RFP 00-48 E-Rate Internal Connections Services Vendor Survey

Internal connections are a component of the institution's internal connections only if that piece of equipment is necessary to transport information all the way to the individual classroom. They are connections between or among multiple instructional buildings that comprise a single school campus or multiple non-administrative buildings that comprise a single library branch, but do not include connections that extend beyond that single school campus or library branch.

Directions:

Following is a list of e-rate eligible network related services. Please indicate by marking the appropriate code in column 1, your company's ability related to the service.

Code

C - Core - Providing this service is a core competency of our business

S - Secondary - Our Company can provide for this service, but it is not considered a core part of our business

N - Not provided - This service is not provided by our company

Code: C, S, or N	Item	Description
N	Address Blocking Unit	A Packet Switching device that directs workstations to talk to a particular server during boot up of the LAN network which allows for the terminals to be booted from the server they have been designated to talk to by the Address Blocking unit.
N	Automatic Route Selection (ARS)	Automatic Route Selection (ARS) is a PBX and Centrex service that allows for automatic selection of the most efficient and cost effective route. It may also be referred to as "least cost routing". By using the ARS feature, PBX and Centrex stations are routed to the most cost efficient service, or facilities, to make outgoing telephone calls. The cost of the equipment required to provide ARS is eligible for discount.
N	Channel Service Unit (CSU) Data Service Unit (DSU)	A device to terminate a digital channel at a customer premises. It performs certain line coding, line conditioning and equalization functions, and responds to loop back commands sent from the telephone company central office. A CSU sits between the digital line entering the customer premises from the central office and devices such as channel banks or data communications devices.
N	Communications Server	The communications server is a type of gateway that translates the packetized signals of a LAN to asynchronous signals, usually used on telephone lines. It allows nodes on a LAN to share modems, or host connections
C	Connector	A device that electrically connects wires or fibers in cable to equipment, or other wires or fibers. A connector at the end of a telephone cable or wire is used to join that cable to another cable with a matching connector or to some other telecommunications device.
N	Data Equipment Miscellaneous	Including, but not limited to: Channel Banks, Digital Cross Connects and Network Servers (including necessary operating system software), (see Personal Computer)
N	File Transfer Protocol File	Transfer Protocol, which is used to connect file servers on a LAN, is eligible for discounts. Yes 460 FRAD Short for Frame Relay Assembler/Disassembler, the FRAD is a communications device that breaks a data stream into frames for transmission over a Frame Relay network and recreates a data stream from incoming frames. A Frame Relay router serves the same purpose but provides more intelligence in avoiding congestion. As a component of Internal Connections, FRADs are eligible for discount.
N	LAN	A LAN is a short distance data communications network used to link together computers and peripheral devices under some form of standard control. The LAN is most often connected by customer provided links, or telecommunications paths, within the same building. The LAN must meet the definition of internal connections which is defined as necessary to transport information all the way to individual classrooms.

RFP 00-48 Network System Services

Following is a list of e-rate eligible network related services. Please indicate by marking the appropriate code in column 1, your company's ability related to the service.

Code

C - Core - Providing this service is a core competency of our business

S - Secondary - Our Company can provide for this service, but it is not considered a core part of our business

N - Not provided - This service is not provided by our company

Code: C, S, or N	Item	Description
N	Line Sharing Device	Line Sharing Devices are devices that allow multiple users to share a common network resource in a multipoint environment. The Line Sharing Devices manage the contention of users for the resource, ensures only one user is connected at a time and all users have an opportunity to have access to the resource. A typical application would be a computer with a single communications port, and multiple remote site controllers with individual modems at each location. While modems used with the Line Sharing Device are not eligible, the Device is eligible for discount.
S	Media Converter	A media converter is a module that converts media to media for network compatibility. The actual media can be various forms of communication, fiber to copper or stranded pair. FX to TX is a more common translation.
N	Medium Access Unit (MAU)	MAU's are used to terminate each end of a 10Base-T link. As such, it accommodates two wire pairs, one pair for transmitting the Ethernet signal and the other pair for receiving it. The 1- Base-T standard describes seven basic functions performed by the MAU. The transmit, receive, collision detection and loopback functions direct data transfer through the MAU. The jabber detect, signal quality error test and link integrity functions define ancillary services provided by the MAU.
N	Private Branch Exchange (PBX) (wired & wireless)	A switching system, either manual or dial, usually serving an organization such as a business company or a government agency and usually located on the customer's location. The PBX provides internal station to station dialing and optional access to the public switched network.
N	Routers	Routers are switching devices that can act as an interface between two networks and connect different segments such as departments, or floors in a building. Functionally, routers select the routing path for traffic, may provide network management capabilities, such as load balancing and provide trouble shooting diagnostic capabilities.
N	Servers	A computer or device on a network that manages network resources. For example, a file server is a computer and storage device dedicated to storing files. Any user on the network can store files on the server. Domain Name Server "E" Mail Server File Server Communications Server Terminal Server Web Server
N	SNMP	System Management Module Simple Network Management Protocol adapter that allows for SNMP to be introduced into the Ethernet network to manage devices and their interaction with TCP/IP.
N		Operational Software - software required for server operations.
N		"E" Mail. E-Mail Software, which operates an E-Mail server, is eligible for discounts.
N	Switchboard	The operation of a PBX requires the use of a switchboard or console for the transfer of incoming calls to the appropriate extension when systems are not equipped with Direct Inward Dialing. Centrex systems also use a switchboard, or console, for this operation although they are not always required since Centrex provides direct inward dialing capability to the station user.

RFP 00-48 Network System Services

Code: C, S, or N	Item	Description
N	Terminal Server	A small, specialized network computer that connects many terminals to a LAN through one network connection. A terminal server has a single network interface and multiple ports for terminal connections. It allows many terminals to be connected to a host via a single existing LAN cable, rather than a variety of point to point cables.
S	Transceiver	A transceiver is a device that transmits and receives analog or digital signals. The term is used most frequently to describe the component in local area networks (LANs) that actually applies signals onto the network wire and detects signals passing through the wire. For many LANs, the transceiver is built into the network interface card (NIC), while others require an external transceiver.
S	TX to FX Converter	460 The TX to FX Converter is a cable converter that converts copper connection to a fiber connection.
N	Web Server	A Web server is a computer which is connected to the Internet or Intranet, stores document files and displays them to users when accessing the server via http or hypertext transfer protocol. Web server software loaded onto a file server provides the same function. Every Web server has an IP address and possibly a domain name. The server fetches the page named <i>index.html</i> and sends it to the browser. Any computer can be turned into a Web server by installing server software and connecting the machine to the Internet. Wire Manager Wire Managers are wire restraints to house/arrange wiring and cabling. They can be aluminum or plastic and may be rack mountable.
N	Wireless PBX Adjunct	An adjunct that functions in conjunction with a Private Branch Exchange, to provide wireless capability to the station end.
C	Wiring, Internal	Including, but not limited to: cable (copper/fiber/coax), bays, jacks, blocks, panels, and terminals. Included in this category is all wiring and cable necessary to transport information all the way to individual classrooms. Wiring may also include Category 5 type of wiring.



IOWA TELECOMMUNICATIONS & TECHNOLOGY COMMISSION
IOWA COMMUNICATIONS NETWORK
PO Box 587
JOHNSTON, IA 50131-0587

CONTRACT
00-093A

Parties

Baker Electric, Inc.
111 S.W. Jackson
Des Moines, IA 50315

Iowa Communications Network (ICN)
State of Iowa
PO 587
Johnston, IA 50131-0587

Term

The duration of this contract is from December 1, 2000, through November 30, 2001.
Contract may be renewed annually for three additional one-year periods upon mutual consent of the parties.

Description

Vendor to provide qualified Cat 5/5e and fiber optic cable installation at the combination person level pursuant to the specifications, terms and conditions of the attached Invitation to Bid 00-093 dated November 3, 2000, and vendor's response to ITB dated November 3, 2000.

Effective rates for the contract period are:

\$28.50/hr	Installers – copper cable (including cat 5/5e), fiber optic cable
\$31.10/hr	Technician – moves, adds and changes, both voice and data
\$29.50/hr	Technician – cat 5/5e cable termination, testing and activation
\$32.00/hr	Technician – fiber optic cable termination, testing and activation

Travel Rates – Travel beyond a 50 mile radius of downtown Des Moines will be invoiced at the hourly MAC (move, add and change) rate.

Pricing firm for 365 days

Payment terms: N60 (per Code of Iowa Chapter 421.40)

Contract is available to all State of Iowa agencies, institutions, universities, schools and political subdivisions.

Contacts and Signatures

Baker Electric, Inc.
Contact: Kevin Lemon
Phone: 515-288-6774
Fax: 515-288-2226
Federal Tax ID #: 42-0835172

Iowa Communications Network (ICN)
Contact: Paul French
Phone: (515) 725-4729
Fax: (515) 725-4751

Vendor's Authorized Signature

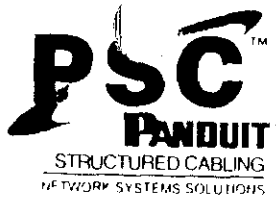
Paul French, Contracting Officer

Date:

12/7/00

Date:

12/5/00



Certification of Completion

Baker Electric Voice & Data Cabling Systems

Has completed the PSC Program requirements, including completion
of the training requirement of
Structured Cabling course #PSC103 and
Optical Fiber course #PSC203 training covering the
Panduit *PAN-NET*™ Network Cabling System on

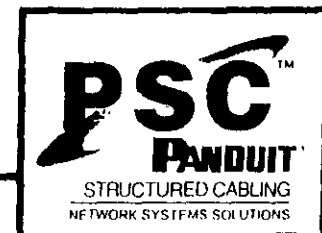
June 7, 2000

This Company is authorized to participate in the Certification PlusSM System Warranty Program.

John Kwong

Expires December 31, 2001

John Kwong, RCDD, Panduit Corporation, Panduit Structured Cabling Program Manager





ORTRONICS®

acknowledges

BAKER ELECTRIC, INC.

of

Des Moines, IA

to be a **CERTIFIED INSTALLER PLUS-GOLD**

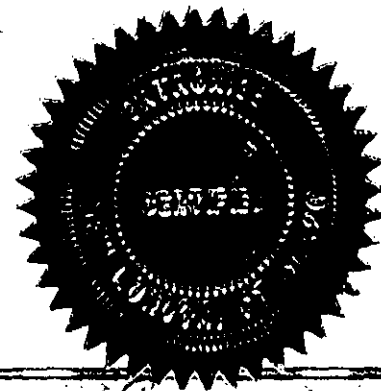
with Ortronics, Inc. for the period

September 26, 2000 to September 26, 2001

Howard L. Odum
President

September 18, 2000
Date

2509
Registration Number



**Item 21 Attachment #
USFATCH0103**

**for
USF FORM 471 #DMPS4710101**

RFP 00-48 E-Rate Internal Connections Services Vendor Survey

Directions:

Following is a list of e-rate eligible network related services to be provided by Pomeroy.

Item	Description
LAN	<p>A LAN is a short distance data communications network used to link together computers and peripheral devices under some form of standard control. The LAN is most often connected by customer provided links, or telecommunications paths, within the same building.</p> <p>The LAN must meet the definition of internal connections which is defined as <u>necessary to transport information all the way to individual classrooms.</u></p>
SNMP	System Management Module Simple Network Management Protocol adapter that allows for SNMP to be introduced into the Ethernet network to manage devices and their interaction with TCP/IP.



2124 Grand Avenue
Des Moines, Iowa 50312
515-242-7773
515-242-7969 (fax)
greg.davis@dmps.k12.ia.us

Greg Davis
Deputy Director
Support Services

January 17, 2001

Todd Bogenrief
1408 Locust St
Des Moines, IA 50309

Dear Todd,

This is to inform you that Des Moines Public Schools is submitting the necessary paperwork to the Schools and Library Division (SLD) of the FCC to seek Universal Service Funds (E-Rate) for the qualifying internal connection services that we procure from Pomeroy, under the terms of the proposal that you submitted in response to our RFP #00-48.

We plan to seek funding in the amount of \$980,000, which will result in up to \$640,800 in USF reimbursements, based on Des Moines Schools discounts.

The primary internal connection services we intend to procure from Pomeroy include services related to the installation and maintenance of our computer network.

The projects we assign to Pomeroy are contingent on Universal Service Fund availability, and will be conducted from July 1, 2001 through June 30, 2002.

Please call me at 242-7773 if you have questions.

Sincerely,

Greg Davis
Deputy Director Management Support Services



We Provide Solutions

Des Moines Independent
Community School District
Request for Proposal
January 4, 2001

Request for Proposal

Network System Services Project January 4, 2001

Des Moines Independent Community School District

Submitted by



Pomeroy Computer Resources
1408 Locust Street
Des Moines, IA 50309

—CONFIDENTIAL—

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Executive Summary

Pomeroy Computer Resources has been ranked as one of the country's five largest network integrators as calculated by Network VAR and as one of the 100 Fastest Growing Companies in America by Fortune magazine. The Pomeroy Companies are a premier provider of complete IT integration solutions including comprehensive services, procurement and financial offerings. While the Companies have a clientele across a broad spectrum of industries, state and education comprise over 40% of PCR's business. The Pomeroy Companies employ approximately 2,000 individuals, more than half of whom are technical personnel, and maintain 31 regional facilities.

Our financial strength allows us to negotiate advantageously and provide many offerings that larger companies do not have the resources to offer. Our debt to equity ratio (1:2) is far lower than the industry average therefore we understand what it takes to succeed in this industry. Our recent successful completion of a secondary stock offering has provided us with additional capital to fuel further expansion. We have the systems and infrastructure in place to grow substantially yet maintain our philosophy of "managed growth" to ensure our continued industry-leading profitability.

Our goal is to become long-term tactical business partners with our customers, providing them with complementary services, which allow them to focus on key strategic issues. To many of our business partners we are viewed more as a profit center than a cost factor.

Corporate Overview

Pomeroy has stood the test of time, with more than eighteen years of profitable growth in this industry. In response to our customers' needs, we have evolved to emerge as a premier tactical business partner. Our foresight and business expertise allows us to correctly anticipate our customers' growing needs for procurement and technology requirements.

Today, Pomeroy's focus on tactical logistics functions provides our more than 15,000 customers with a unique advantage - the ability to focus their energies on strategic, mission critical issues. Our broad customer base has enabled us to move quickly along the experience curve, refining our processes to provide even more cost effective, efficient solutions for our customers. This strategy has enabled the Company to enjoy a compound annual growth rate since inception in excess of 40%, with revenues growing from \$3.9 million in 1981 to \$756 million in 1999.